



the client

The client is an industry leading corporate finance house that offers tailored advice to public and private businesses all over Europe. They offer advice in all complex financial areas of business performance such as mergers and acquisitions, debt raisings, restructuring and public offerings. They are situated in London but operate internationally in the US and China. The client employs over 300 practitioners in Europe alone.

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the business challenge

After moving offices, the need for a fresh, more flexible and more cohesive communication system that would enable strong and scalable remote working arose. Following an internal assessment, work began to discern that the current communications infrastructure offered only basic functionality and wasn't flexible enough to meet the demands of a changing and developing business. As the client was reaffirming its place as one of the oldest and most respected international financial houses, the shortcomings of their current system became clear. The changes in the company and their advances in other areas of technology made it the appropriate time to adapt and reform the aging telephony solution and underlying data infrastructure which had been left behind.

As communication with clients was for the most part done via the phone, the solution had to be completely resilient, robust and efficient because system failures could have a huge, damaging effect on the business's performance and would simply not be tolerated. To manage the risks posed by their communication system, the client needed a solution that would incorporate a disaster recovery strategy at its heart to ensure the highest possible level of 'up time' was achieved.

The first step was to establish a core MPLS Network between the client's UK and European offices, this would underpin the entire solution and give the best possible levels of service. This was also important because it would enable infrastructure to be mirrored in all locations which would allow communication to be maintained across the business regardless of where employees are physically located. The new communications framework had to be adaptable and flexible so that new employees and departments, regardless of their location, could be added to the network with ease as the business continued to expand, often resulting in new users coming on board at short notice.

the solution

Looking at all of the requirements we were able to fulfil the project and implement a bespoke communications infrastructure within a short time frame, working closely with building contractors and local council departments as the new corporate Head Office was located in a listed building close to the Bank of England throwing up many challenges.

The solution was not only cost effective but also introduced Hosted VoIP, a next generation data network, high spec handsets and crystal clear video conferencing. This gave the business a full UC solution and allowed users to collaborate in ways that had never been possible previously.



the result

The client now has a cohesive, structured communications infrastructure that has allowed them to use voice, data and video when transferring information. They now have more options than before and can utilise any of these functions to suit their needs. Video conferencing is now used regularly between the London and Manchester offices, letting employees communicate with one another seamlessly.

They also have a simple and fixed cost model, ease of remote working and the capacity to voice message remotely. The client can also make routing changes and access management information via a web portal irrespective of where they are located, only an internet connection is needed.